GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2094
ANSWERED ON:16.03.2005
DISCONNECTION OF TELEPHONE CONNECTIONS
Gangwar Shri Santosh Kumar

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has received complaints from Uttar Pradesh regarding disconnection of telephones without sending telephone bills to the subscribers by officers/employees of the Bharat Sanchar Nigam Limited;

(b) if so, the number of such complaints received from U.P. particularly from Bareilly division;

(c) the steps taken or proposed to be taken by the Government in this regard;

(d) whether the instruments in telephone exchanges located in Bareilly division of U.P. are faulty and the Government proposes to replace those instruments;

(e) if so, the details thereof; and

(f) if not, the reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) BSNL has not received any such complaints.

(b) Does not arise in view of (a) above.

(c) Bills are issued as per prescribed schedule and delivered through Department of Posts. In case of delay in issuance of bills, pay by date is extended. In case of non-receipt, subscribers can obtain duplicate copy free of cost from Customer Care Centres or check details through IVRS. Before withdrawing telephone facility for non-payment by subscribers, only incoming facility is allowed for 15 days so that subscribers can pay their outstanding bills.

(d) & (e): The telephone instruments which are reported faulty are either repaired or replaced. During the year 2004-05, in Bareilly Division of U.P. 1173 instruments were reported faulty. Out of these, 950 instruments were replaced with instruments in good working condition and 223 instruments were replaced with new instruments.

(f) Does not arise in view of (d) and (e) above.